DETAILED ACTION

1.   This is an Examiners Amendment and Allowance of claims 1, 4, 16, 17, and 18.

Examiner's Amendment

2.   An examiner's amendment to the record appears below. Should the changes

and/or additions be unacceptable to applicant, an amendment may be filed as provided

by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be

submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview

with Atty Wayne Bailey (Reg. No. 34,289) on 2/10/2009.

In the claims:

Please cancel claims 2, 3, and 5-15.

Please amend the claim dependent of claim 16 as follows:

16. The computer program product as set forth in claim [3]1, …

Please amend claim 1 as indicated below:

1.   (Previously presented) A computer program product for managing ~~support~~ contact information of support people ~~an~~ ~~for~~ one or more applications each application having On Shift support hours and Off Shift support hours and a plurality of On Shift and Off Shift support people, said program product comprising:

a computer readable storage medium;

program instructions stored on said computer readable storage medium for execution on a computer, comprising:

first program instructions to receive a request to view contact information for a plurality of support people for ~~said~~ an application, and in response, determine whether said request occurs during said On Shift support hours or said Off Shift support hours for said application, and

second program instructions, responsive to said request occurring during said On Shift support hours for said application, to determine the support people who are On Shift and the support people who are Off Shift for said application, and direct display of contact information of said On Shift support people and said Off Shift support people in a list ~~such that~~wherein said support people who are On Shift are listed before said support people who are Off Shift[,]:

said second program instructions, further responsive to said request occurring during said Off Shift support hours for said application, to determine the support people who are Off Shift and the support people who are On Shift for said application, and direct display of contact information of said Off Shift support people and said On Shift support people in a list ~~such that~~wherein said support people who are Off Shift are listed before said support people who are On Shift; ~~and~~

third program instructions to create a database specifying said On Shift support hours and said Off Shift support hours for each of said one or more applications, and specifying which of said support people are On Shift and which of said support people are Off Shift for each of said On Shift support hours and Off Shift support hours, wherein the plurality of said On Shift support people includes an On Shift primary support person and an On Shift backup support person, and the plurality of said Off Shift support people includes an Off Shift primary support person and an Off Shift backup support person, and wherein in each of said display of contact information of support people, the respective primary support person is listed before the respective backup support person.

~~wherein~~

~~said first and second program instructions are stored on said computer readable storage medium.~~

Reasons for Allowance

3.   The following is an examiner's statement of reasons for allowance:

Applicant's arguments on the record (Remarks of 10/20/2008, pgs. 6-8) with

respect to claims 2 and 3 from which limitations are now incorporated into independent

claim 1, in combination with amendments entered hereto and cancellation of the

remaining claims of differing scope, are persuasive over the prior art of record.

The closest prior art Goodman (U.S. Publication No. 2006/059253), Parks et al.

(U.S. Patent No. 6,981,000), and Guheen et al. (U.S. Patent No. 6,519,571) fail to teach

or fairly suggest, in combination with the recited steps of claim 1: *third program*

instructions to create a database specifying said On Shift support hours and said Off

Shift support hours for each of said one or more applications, and specifying which of

said support people are On Shift and which of said support people are Off Shift for each

of said On Shift support hours and Off Shift support hours, wherein the plurality of said

On Shift support people includes an On Shift primary support person and an On Shift

backup support person, and the plurality of said Off Shift support people includes an Off

Shift primary support person and an Off Shift backup support person, and wherein in

each of said display of contact information of support people, the respective primary

support person is listed before the respective backup support person as recited in

independent claim 1.

Specifically, none of Goodman, Parks, or Guheen, alone or in combination, teach

or fairly suggest creating a database specifying said On Shift support hours and said Off

Shift support hours for each application and for each of said applications the support

people who are assigned as On Shift and Off Shift where the On Shift and Off Shift

support hours are with respect to the given application and where the application itself,

in contrast to a given support person, has On Shift and Off Shift support hours; and

further where, for each application and each shift, the contact information for a plurality

of support persons including a primary support person and at least one backup support

person are listed in order according to when the request for support was requested in

relation to the application support shift and the primary and backup support status of

support persons. Claims 4, 16, 17, and 18, all depending from claim 1, are allowed for

reasons given for claim 1.

Any comments considered necessary by applicant must be submitted no later

than the payment of the issue fee and, to avoid processing delays, should preferably

accompany the issue fee. Such submissions should be clearly labeled "Comments on

Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the
examiner should be directed to Dave Robertson whose telephone number is (571)272-
8220. The examiner can normally be reached on 9 am to 5 pm, M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's
supervisor, Albert Decady can be reached on (571) 272-3819. The fax phone number
for the organization where this application or proceeding is assigned is 571-273-8300.

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